

Quality health plans & benefits  
Healthier living  
Financial well-being  
Intelligent solutions



# Quality care made simple

## Aetna Institutes of Quality®

[www.aetna.com](http://www.aetna.com)



## Facilities known for quality care

Over the years, hip and knee replacement, heart surgery and gastric bypass have become fairly common. But all surgery carries some risk. So it is important to choose a facility known for providing quality care. After all, confidence in a facility can put your mind at ease.

When you become an Aetna member, you'll have access to a special network of hospitals and other facilities known as **Institutes of Quality**. These facilities specialize in certain procedures:

- **Bariatric** (for weight loss)
  - Surgery for people living with extreme or morbid obesity
- **Cardiac** (for the heart)
  - Rhythm disorders
  - Heart surgery
  - Certain heart treatments
- **Orthopedic** (for the joints and spine)
  - Spine surgery
  - Knee replacement
  - Hip replacement

### What makes Institutes of Quality facilities different?

Earning Institutes of Quality status isn't easy. To become part of Aetna's Institutes of Quality network, facilities must meet strict standards for care quality and efficiency.

We measure many factors, like the level of care that patients receive, how often they return to the hospital after surgery and the number of procedures a facility performs. For complete information on Institutes of Quality criteria and selection, please visit **www.aetna.com**.

Our goal is to make it as simple as possible for you to make a smooth recovery and get back to your life. You may even pay less out of pocket at an Institutes of Quality facility as well.\*

\*How much you pay depends on your particular health plan.

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## We're with you every step of the way

Once you're an Aetna member, you'll have access to a host of tools and easy-to-understand information to help you make wise decisions.

- **Aetna Navigator®** member website — A secure online resource for your benefits and health information. Here you can find an Institutes of Quality facility or doctor, get cost estimates and much more.
- **Aetna Member Services** — Contact us day or night for information relevant to your condition.
- **Presurgical and postsurgical communications** — We'll be in touch before and after your procedure with helpful advice to get you back on your way.

### Find an Institutes of Quality facility near you

To see a list of Institutes of Quality facilities and specialists who treat at these facilities, go to **www.aetna.com** and click on "Find a Doctor."

Tip: When looking for a specialist, look for the hospital he or she is affiliated with. Then click on the name of the hospital to see if it is an Institutes of Quality facility.

If the Institutes of Quality facility is more than 100 miles from your residence, contact your health insurance company to confirm if your plan covers travel and lodging benefits. If yes, preapproval for travel and lodging is required. You can obtain preapproval by calling the phone number on the back of your insurance identification card.